



# City of Greenville Utilities Undergrounding Program

## Service Line Conversion Program Guide

### Step 1

The leading resident obtains a petition from City Hall (located at 206 South Main Street) or from the City's web site at [www.greenvillesc.gov](http://www.greenvillesc.gov).

### Step 2

The leading resident gets at least seven (7) other homeowners, all served by at least two adjacent overhead Duke Energy electrical transformers (see attached examples of electrical system layout), to sign the petition and agree to the following:

- Each homeowner will arrange for and pay an electrician of their choice to convert their meter box, if necessary, to receive underground service while providing for any necessary City electrical permits and inspections. The homeowner may elect and coordinate to have one electrician do the meter box conversion for all the residents.
- Each homeowner will pay the remaining balance if the total cost to convert the service line (the line that goes from the meter to the power pole) exceeds the \$1,000 subsidy paid by the program.
- Each homeowner will allow Duke Energy and/or its contractors access to their property to perform the necessary work.
- Each homeowner will grant necessary rights-of-way for Duke Energy facilities, such as for underground cable crossing one property to serve another.
- Each homeowner will be responsible for marking all privately-owned underground lines prior to construction (includes invisible fences, irrigation systems, private yard lights, water lines, sewer lines, etc).
- For homeowners with additional overhead Duke Energy service lines such as one to a detached garage with a separate meter box, if the service line for the detached garage (the line from the meter to the power pole) is required to be converted as part of the underground project, the homeowner will qualify for an additional \$1,000 subsidy.
- For homeowners who lease outdoor lights from Duke Energy and who wish to continue doing so, if the outdoor lights are served from one of the adjacent transformers with overhead lines, the lights will also need to be converted to underground. At a minimum, this will require a new contract with Duke Energy for the light installation and the appropriate Duke Energy leased lighting rates with underground service will apply.





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### Service Line Conversion Program Guide *(cont.)*

#### Step 3

The leading resident submits the completed petition to the Utility Program Manager.

#### Step 4

The Utility Program Manager works with Duke Energy to determine the feasibility and scope of the project and then notifies the leading resident whether the petition has been accepted.

#### Step 5

If the petition is accepted, the Utility Program Manager works with Duke Energy to establish the cost to bury the service lines and notifies the leading resident when this cost estimate is available.

#### Step 6

The residents decide whether to accept the cost estimate and proceed with the process (all eight residents must accept to proceed). The leading resident contacts the Utility Program Manager with their decision.

#### Step 7

Duke Energy secures all necessary rights-of-way and addresses any issues related to leased outdoor lighting with affected homeowners.

#### Step 8

Each participating resident submits payment to the City, in advance, for any costs that exceed their \$1,000 subsidy. Once payments have been received from all participants, the Utility Program Manager notifies Duke Energy.

#### Step 10

The leading resident notifies the Utility Program Manager when all meter box conversions are completed and all residences are prepared to receive new underground service. The Utility Program Manager coordinates with the leading resident and Duke Energy as appropriate.

#### Step 11

The Utility Program Manager instructs Duke Energy to proceed, and within 60 days, Duke Energy completes the service line burial work, switches over the power feed and removes the associated overhead service line.





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### Frequently Asked Questions

**Q1. What is a service line?**

A service line is the lower voltage power line that runs from Duke Energy's pole on the street to your home's meter.

**Q2. Will the overhead power lines on the street in front of my house also be buried as part of the program?**

No. The program only funds the conversion of overhead service lines in residential areas. Many of the power lines on the street are called feeder lines and they will remain overhead.

**Q3. Can any homeowner apply to have their service line buried?**

No. A minimum of eight homeowners served from at least two adjacent overhead transformers must submit a petition to the City in order to qualify for the program.

**Q4. How will my neighbors and I know whether our homes will qualify for the program?**

The enclosed graphics show examples of homes that would be eligible for the program.

**Q5. How much will it cost me to have my service line buried if my neighbors and I qualify?**

For each eligible residence, the program will pay up to \$1,000 toward the cost of converting the service line (the line from the meter box to the power pole) and the homeowner must pay the remaining balance of the cost, in advance, before the work begins.

**Q6. Once my service line is buried, does that mean that I will never lose power again?**

No. What it will mean, though, is that in the event of an ice storm (for example), Duke Energy will be able to restore power more quickly in your area because their crews will be able to focus on restoring the feeder lines, which can take less time than service lines, which must be restored one at a time.

**Q7. Will my yard and/or driveway have to be torn up in order to bury the line, and if so, who is responsible for repairing any damage?**

All reasonable care will be taken during installation to avoid damage to obvious above ground obstacles such as shrubbery or driveways; however, equipment tracks and ground disturbance will result.





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### Frequently Asked Questions *(cont.)*

**Q8. What happens if my service line needs to be repaired in the future?**

Duke Energy will continue to be responsible for the maintenance of its facilities up to your electric meter.

**Q9. If our petition is accepted, how long will it take for all of the work to be completed?**

The project will be completed within 60 days, provided all payments have been received by the City, Duke Energy has acquired all necessary rights-of-way and all homeowners have converted their meter boxes.

**Q10. Will the overhead cable and communication lines be underground also?**

No. Undergrounding other overhead utilities is not part of the service line conversion option.



